

**SUNY Potsdam  
Administrative Unit  
Assessment Summary Form**

**Administrative Unit:** *University Police*

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**Date:** *07/23/2024*

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**Assessment Year:** *2023-2024*

**PURPOSE**

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

**SECTION 1: ASSESSMENT PLAN FOLLOW-UP**

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made. Units should select a goal that has not yet been reported on during the '22-'26 cycle.

**Selected Goal**

Enhancing safety, security and civility on campus.

**Desired Outcomes/Objectives**

**GOAL #1 – DESIRED OUTCOMES AND OBJECTIVES**

1. Ensure department members are responding to all calls for service, emergency and nonemergency, in an effective and safe manner.
2. Requiring department members to have a positive and helpful disposition during interactions with the campus community, regardless of the nature of the interaction.
3. Providing opportunities for the campus to be educated and informed of the Police services available.
4. Promoting the usage of the RAVE guardian app
5. Prepare University Police for the World University Games 2023

NOTE: Once completed, administrative unit leaders should submit this form to their direct supervisor for review and approval. Supervisors, upon approving the form, should submit it to the assessment committee via email at [adminassessment@potsdam.edu](mailto:adminassessment@potsdam.edu) for their review.

**Related Targets/Measures**

1. Analyze the results of the University Police survey and make appropriate changes to better service the community.
2. Quarterly review of the body worn camera policy by supervisors.
3. Track and review community police programs. Creation and use of a "University Police classroom survey that measures the effectiveness of the program. This survey will be handed out and collected at the completion of the program. University Police's target is to increase programs offered by 10% from each previous year.
4. Target 10% increase in RAVE User registration.
5. Complete University Police's WUG operational schedule.

**Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.**

1. After analyzing the University Police survey, 84% of the people taking the survey responded that they strongly agree and agree that they feel safe at SUNY Potsdam Campus, leaving 16% disagreeing with that feeling of being safe. As a result of this survey, University Police supervisors have requested that Officers conduct more frequent foot patrols of populated areas such as the Student Union and Campus libraries. The University Police Shift log reflects the increase in foot patrols.
2. Supervisors continue to review Body worn camera footage. Chief Ashley has reviewed several of these quarterly body worn camera reviews and has utilized the video footage to provide training to the members of the University Police staff.
3. In 2022 Academic year University Police completed 29 community police programs, and in the 2023 academic year, University police completed 27 community Policing programs. A University Police classroom survey has not yet been created and University Police did not reach its goal of a 10% increase in programs offers.
4. RAVE guardian use had an increase of 14% from the 2022 (915 new users) academic year to the 2023 (1350 New users) academic year.
5. University Police successfully completed the Would University Games operational schedule. The event showed no major security events. WUG Operations believes that this was accomplished using mandatory UPD Officer overtime and the use of outside agency support (NYSP, NYS DEC and NYSDOCCS).

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Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

1. UPD will continue to request Officers be more visible, when available, to the public. Also UPD will accommodate special request for more officer presence in specifically requested locations when available.
2. Body worn camera footage will continue to be reviewed quarterly for quality control and customer service. Training will be provided if/when necessary.
3. University Police will continue to strive to provide community Policing programs to the public. The UPD supervising staff believes that the decline of Community Police programs provided reflects the staffing challenges for both academic years. UPD is in the process of rectifying the staffing issues and is committed to reaching a goal of at least a 5% increase in programing for the 2024 academic year.
4. Rave Gaudian use has increased 14%. UPD will continue to promote the use of RAVE Gaurdian on campus and will keep striving for a 10% increase of new user registration. St. Lawrence County emergency Services has recently subscribed to RAVE Gaurdian which should help promote local St. Lawrence County student, staff and visitor population, new users increase as well. UPD added RAVE guardian information in NEW student Orientation packets, and RAVE guardian information will be provided during welcome weekend.
5. The world University Games was a successful event regarding safety and security. This was measured by no significant increase in safety and security complaints reported to University Police. Due to the success the WUG Emergency Management Plan will be reviewed for use at future large events.

**SECTION 2: DATA INFORMED DECISIONS & UNPLANNED ASSESSMENT** (OPTIONAL, BUT VALUABLE)

The experiences of every administrative unit contribute to our collective narrative as a campus. We encourage you to share an example from this past year where you leveraged data or assessment type activities. This could involve planning, taking action, and/or solving a problem. Unlike section 1, there's no need for a formal reporting structure for this section. Instead, focus on a narrative that highlights what was done, the results and the impact of your efforts. Please include any related data and information when available and appropriate.

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